

Avaya Agent for Desktop Release Notes

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Overview

Avaya Agent for Desktop is a client application for contact centers. An agent can use Avaya Agent for Desktop for handling incoming and outgoing calls, changing work states, and managing other UI controls. However, only an administrator can manage the configurations and settings of the application.

Avaya Agent for Desktop supports multiple platforms and is designed to function in the following use cases:

- Virtual Desktop Infrastructure (VDI): Avaya Agent for Desktop provides a solution to deliver realtime media with VDI support on HP, Dell Wyse, Lenovo, IGEL thin clients based on Linux and
 windows operating system. Administrator can use Avaya Agent for Desktop for VDI to enable
 desktop virtualization that encompasses the hardware and software systems required to support
 the virtualized environment in a contact center. Customer can use Citrix Xen App, Xen Desktop,
 VMware Horizon for desktop virtualization.
- Standalone Contact Center Client: Avaya Agent for Desktop provides a full set of features for a contact center agent and can be used as a primary client application on Windows 7, Windows 10, and Apple macOS 10.13 High Sierra and macOS 10.14 Mojave.
- Media Client along with Oceana Workspaces: Avaya Agent for Desktop now also works with Avaya Workspaces for Elite. In this case, you need to login only on station on the Avaya Agent for Desktop application, the call handling is handled through Avaya Workspaces for Elite through agent configured on Avaya Control Manager (ACM).
- Shared Control with next generation hard phones: J179 series phones
 Avaya Agent for Desktop uses Avaya Aura® Communication Manager to store station
 configuration settings and manage agent profiles locally. You can also choose to use Avaya
 Control Manager for managing agent profiles.

New features/enhancements in 1.7.41.9

• Added "Main Window X Preferences" option that will enable AAfD to be minimized to the task bar / dock bar (default), notification area or exit the application.

New features/enhancements in 1.7.41.8

No new features/enhancements in this release.

New features/enhancements in 1.7.41.7

No new features/enhancements in this release.

New features/enhancements in 1.7.41.6

Miscellaneous performance improvements

New features/enhancements in 1.7.39.3

- As a AAfD user, I want a (ephemeral/toast) notification immediately when the network disconnects – connect
 - I want a configurable reconnection_after_network_outage_timer to be added to the AAfD with Default value 60 seconds and max value 1 day (86400 seconds), so that I can control the threshold of automatic recovery of Agent state after Network outage occurred. In case of zero value the auto-state-recovery feature is disabled.
 - I want the reconnection_after_network_outage_timer to be locked.

New features/enhancements in 1.7.39.1

- As an admin I'd like the installer to accept parameters to manager network messages and auto recovery
 - AAFD installer can accept PermanentNetworkErrorMessages flag and Timer for Agent Auto Recovery, also via command line.

o The parameters name should be:

/SET="PermanentNetworkErrorMessages=1" /SET="AgentStateAutoRecoveryTimer=3600"

New features/enhancements in 1.7.38.1

- As an agent I would like to control how the agent state is managed during login and failover/recovery
 - During login time: Avaya Agent for Desktop should allow the agent to choose the initial state of agent at login time.
 - During failover/recovery: After a network disconnection, Avaya Agent for Desktop should recover the agent state to either ready, auxiliary, or the original state of the agent prior to disconnection.
- As an agent I would like to be notified about certain events
 - As an agent I'd like to be notified with notification popups about events, such as network reconnection.
- As an administrator I would like Avaya Agent for Desktop to support 4096-bit keys for certs / trust-chains
 - Avaya Agent for Desktop should be logged in using 4096-bit keys for certs / trustchains

New features/enhancements in 1.7.37.1

No new features/enhancements in this release.

New features/enhancements in 1.7.35.1

- As a user I want to broadcast and see other people's presence when I log in as station only.
 - The presence feature must then broadcast the station state when the agent is not registered and the combination of station and agent once the agent is registered.

New features/enhancements in 1.7.34.1

Collected digits is now obtained from UUI.

New features/enhancements in 1.7.31.1

- As a user I want my call history to start with the filter as "this week" and to remember my filter setting after I restart the application.
- As an administrator I'd like to customize how the network disconnect alerts are displayed to an agent.

New features/enhancements in 1.7.30.1

 Avaya Agent for Desktop should be able to use field "collect digits" as a parameter for screen pop

Avaya Agent for Desktop supports a new parameter "collect digits" to use it as a variable into screen pop.

For this case, you must use field <asai> with screen pops. We cannot rewrite field by <asai>.

When an agent selects , the agent is choosing to interpret the UUI data as collected digits and therefore Avaya Agent for Desktop must check for 04F8XX (collected digits), if not found check for 04C8XX and decode the payload as ascii.

Support of Avaya Agent for Desktop with Telecommuter (Other Phone) mode using CTI client.

When Avaya Agent for Desktop is connected in TC mode, CTI can be used to control inbound and outbound calls using various call control feature.

- Support of Custom feature labels for Aux work, Auto dial, Vu Stats.
 - If custom feature label is configured for autodial and Vu stats feature button, it will be displayed as feature button label.
 - If multiple aux work custom feature label is configured with different reason codes in system manager for the user station feature button, it will be displayed as feature button label for various aux labels.
- As an administrator, I would like to see Avaya Agent for Desktop's release number in the User-Agent SIP header
 - In the SIP traces, user-Agent for Avaya Agent for Desktop 1.7.X.X will be displayed for the SIP messages.
- As an administrator, I would like the enhance option for save logs to also save configuration, PPM, etc.
 - As an administrator, I would like the option for save logs to also include configuration data as well as PPM data and any other relevant information for troubleshooting.

When clicking on "Logs->Save as...", Avaya Agent for Desktop should generate a zip file containing:

- The logs folder and its content
- o config.xml
- o startupconfig.ini
- LockManager.xml (if present)
- o PPM data for all stations that have logged in using that user's profile like:
 - AllEndpointConfig.soap
 - DeviceData.soap
 - HomeCapabilities.soap
 - HomeServer.soap

It should also include a summary of the operating system like:

- On Windows > Output of "systeminfo"
- On MacOS -> Output of "system profiler SPHardwareDataType SPNetworkDataType"
- On Linux -> A combination of commands like "uname -a", "Iscpu" and "ifconfig -a"

New features/enhancements in 1.7.26.1

Enable local media shuffling with Other phone mode

You can now use local media shuffling with SIP when SRTP is configured with Other phone mode. You can use local media shuffling when direct media is enabled on the telecommuter side and on endpoint side.

Shuffling is done by rerouting the voice channel away from the usual TDM bus connection and creating a direct IP-to-IP connection. Communication Manager helps in shuffling the call path connections between two IP endpoints.

• Failed session removal time out

Avaya Agent for Desktop now disconnects a call with a beep after the specified session removal time if a call is made to an invalid extension.

New features/enhancements in 1.7.21

Handle close event from Linux when it is shutting down

SIGTERM processing implemented

New features/enhancements in 1.7.20

Service observe feature in Other phone mode:

Supervisors can now initiate the service observing feature in Other Phone mode with SIP mode only.

New features/enhancements in 1.7.19

• Multiple lengths for Internal phone numbers length in the dialing rules:

In dialing rules, now a user can add multiple lengths for internal phone numbers using comma separators. If the 'Internal extension length' field contains only one value, all numbers which are shorter or equal to this value will be considered as internal number. If there are more than one value in this field, only numbers whose length is equal to one of the entered values will be considered as internal numbers.

New features/enhancements in 1.7.18

- Disabling of the Audio tab for Desk phone and Other phone login modes:
 If a user selects login mode as Desk phone or Other phone, the Audio tab on Avaya Agent for Desktop configuration window is disabled.
- As an administrator/agent you can disable/enable the dialing rules:

As an administrator or agent you now have an option to completely disable the dialing rules. When the dialing rules are disabled, the dialed number will not go through any rules and the number will be send to the server exactly as dialed by the user while making a call.

New features/enhancements in 1.7.17

- Close button (X) on Avaya Agent for Desktop main window:
 A new check box 'Stay in notification area if main window is closed' is added on the Preferences tab in the Configuration window.
 - If this checkbox is selected, Avaya Agent for Desktop application will appear in the notification area (in the system tray) when the main window is closed.
 - o If this checkbox is not selected, the confirm quit ('Are you sure you want to quit?') dialog box is displayed when the main window is closed.

New features/enhancements in 1.7.16

SRTCP support:

Avaya Agent for Desktop 1.7.16.1 provides support for Secure Real Time Control Protocol (SRTCP). SRTCP support allows you to securely send the media statistics from Avaya Agent for Desktop.

☑ Note:

 SRTCP is not enabled by default. SRTCP must be enabled by checking the 'Enable SRTCP' check box.

- o SRTCP will only be used if configured on Avaya Aura® Communication Manager.
- Mute button is added in the Lock Manager for Headless Mode:

In Headless Mode, the administrator can use Lock Manager to remove the Mute button.

New features/enhancements in 1.7.15

As an agent I want enhanced support of my Jabra or Plantronics headset

Avaya Agent for Desktop 1.7.5 now supports Jabra and Plantronics headsets. Agents running on Windows can use the full functionality of Jabra and Plantronics headsets. The following features are supported:

- Answer or end a call
- o Put a call on hold
- Take a call off hold
- Change the active call

Note

- o Enhanced support is only available for Windows (32 Bit install) and MAC.
- Not all headsets will provide the full feature support.

New features/enhancements in 1.7.14

New headset support:

Avaya Agent for Desktop now supports RTX L139 headsets.

• Multiple lengths for national phone numbers in the dialing rules:

In dialing rules, now a user can add multiple lengths for national phone numbers using comma separators

New features/enhancements in 1.7.13

As an agent and/or Administrator I want to Use SRTP in telecommuter mode:

Avaya Agent for Desktop now supports SRTP in Other Phone mode. If both endpoints (telecommuter device - IP phone/PSTN gateway and called user) have SRTP capability, Avaya Agent for Desktop negotiates SRTP and the audio stream is encrypted between them. Otherwise Avaya Agent for Desktop will negotiate RTP for the session.

As an admin I'd like the browser extension to be unchecked by default:

The browser extension installation option is not selected by default. The user has to select the option to install the Browser extension. As an admin/agent, you can also use the command

line option to install the browser extension when using the installer via command line and the silent install option. If no parameters are passed, the browser extensions are not installed.

New features/enhancements in 1.7.12

• Restriction on downloading Avaya Agent for Desktop logs:

Avaya Agent for Desktop now provides option to restrict agents from downloading logs. Now logs can be downloaded or retrieved by administrators only after updating the Lock Manager.xml file.

• FQDN address resolution:

The FQDN addresses can be added now in the Host file as a list of IP addresses and domain names combination. This resolves the old process of adding FQDN address in the configuration parameter VDIASipControllerList and IP address in the SipControllerList parameter on each launch or configuration changes of Avaya Agent for Desktop. This works for both SIP and H.323 protocols.

Browser Extension check boxes:

Browser extension check boxes are now disabled and unchecked if /NOEXTENSIONS command line parameter is used during a silent Avaya Agent for Desktop installation process.

Mutual Authentication:

Mutual Authentication prevents unauthorized hosts getting Avaya Agent for Desktop services. Avaya Agent for Desktop provides ability to setup client identity certificate thorough mutual authentication. TLS mutual authentication mode requires both the server endpoint and client endpoint to exchange X.509 certificates for authentication and prevent unauthorized access.

• Coaching feature:

In Avaya Agent for Desktop, the new coaching feature allows agents to listen to the supervisor and restrict customers from hearing the same conversation.

• Telecommuter mode – Login with another agent's extension:

Avaya Agent for Desktop in Telecommuter Mode now allows an agent to log in with another agent's extension when the TC call does not make it to the agent.

• New headset support:

Avaya Agent for Desktop now supports RTX L159 headsets.

• Command line parameter to store password in config file:

New application command line parameter:

--storage

This parameter determines how application will store passwords. It can take three values:

- forcesecure: This is same as "Security Storage Only" in Config Dialog. Only Security Storage
 will be used to store passwords. If it is not available, application will ask users whether they
 want to store and use unsecure storage.
- 2. *secure*: This is same as "Security Storage If Available" in Config Dialog. Use Security Storage if available. If it is not available, use unsecure storage in config file.
- 3. *Unsecure*: This is same as "Non-secure Storage Only" in Config Dialog. Using only unsecure storage in config file.

For example:

AvayaAgent.exe --storage unsecure

If application started with <storage> parameter, Password Storage option in Config Dialog will be disabled until application is restarted without parameters. Command line parameter does not replace parameter in config. That is, if "Security Storage Only" selected in Config Dialog and Avaya Agent for Desktop started with --storage unsecure then passwords will be stored in config file.

But after application restarts without parameter, Avaya Agent for Desktop will use Security Storage again.

Other enhancements in Avaya Agent for Desktop 1.7.12:

- The login process time is reduced with focus now on the Login button in the Login window.
- If Local Settings is selected for ACM Login Type in the Settings (Configuration) window, then ACM Login section is not displayed on the Login window.
- A new column is added on the Reason codes screen which displays a lock icon next to the reason codes received from ACM.
- Chrome browser extension installation procedures are updated to align with the Chrome extension installation policies.
- Browser extension installation options are now unchecked by default. The administrators must select the options if they want to install them. Also, for silent installation, if no parameters are passed, browser extensions are not installed.
- Avaya Agent for Desktop now allows Internal Extension length up to 16 digits.
- Avaya Agent for Desktop now supports TLS v1.2 to connect to ACM.

New features/enhancements in 1.7.4

New operating system support:

Avaya Agent for Desktop now supports the following operating systems as well:

- Lenovo M600
- o IGEL Universal Management Suite (UMS) 5

Desk phone license type:

Avaya Agent for Desktop now allows you to select Desk phone as a new license type while configuring the EULA settings for the Avaya Agent for Desktop application after the installation is complete. When the Desk phone license type is selected, WebLM address field and check button are disabled. When you login into the Avaya Agent for Desktop application using the Desk phone login mode, the application registers station without acquiring the license and connection with the station and hardphone is established. In addition to Desk phone license type, if you select Advanced license type and use Desk phone login mode, then application will not acquire the license as well.

Bitness information:

Avaya Agent for Desktop now provides the application bitness information, such as 32-bit or 64-bit, next to the application version. These details can be seen on the About window or in the log files of the Avaya Agent for Desktop application.

Enhanced log details:

Avaya Agent for Desktop now provides bitness information as well as log events with milliseconds precision to ease troubleshooting procedures.

• Unified login dialog:

Avaya Agent for Desktop now provides new login screen UI with options to select Advanced settings, such as login modes as well as configuration window. The application now displays or hides the UI based on the selected login modes.

• Dialing pauses:

Avaya Agent for Desktop now provides option to configure dialing pauses represented by commas. You can configure the pause duration in seconds on the Preferences tab on the application Configuration window.

• New feature button to display extension number:

Avaya Agent for Desktop now provides a feature button 'aut-msg-wt' which can be assigned different station numbers. The station number set on 'aut-msg-wt' button is displayed when the button is rendered in the Dialpad.

• Set log directory path using command line parameter:

Avaya Agent for Desktop now allow users to change the default log directory for all types of Avaya Agent for Desktop logs using the --logpath command line parameter.

• Support for Avaya Oceana 3.5"

Avaya Agent for Desktop now supports Avaya Oceana 3.5 workspaces.

• New hard phone support:

Avaya Agent for Desktop now supports Avaya J179 IP Phone Hard phone.

• Disable Headset Integration:

Avaya Agent for Desktop now allow users to disable headset integration which prevents a connected headset to perform any action, such as mute/unmute, etc.

New Mac OS support:

10.13 High Sierra and 10.14 Mojave

| Issue ID | Description |
|------------|---|
| VDIA-12211 | Network issue message is displayed prior again before the network recovery message |
| VDIA-12389 | Intermittent one-way audio after Greeting is played |
| VDIA-12433 | AAfD shall be unmuted when the greeting is complete |
| VDIA-12490 | Answering the call Mute button is off, far end can hear agent while greeting is playing on 2nd call |
| VDIA-12255 | Message notification to agents after Network Disruption is not clear enough. |
| VDIA-12487 | Missing logs when log files are generated using the Logs Save As function |
| VDIA-12459 | Add password save options to Lock Manager |
| VDIA-10522 | Increase amount of application log files |
| VDIA-10523 | Increase amount of Client Platform log files |
| VDIA-12612 | Application menu position caused wrong mouse to click |
| VDIA-12667 | Verify agent message is not fully displayed after network recovery |
| VDIA-8972 | Scroll bar for AAFD when the display settings scaling with different sized |
| VDIA-12674 | The AgentID field in the login dialog limited to a maximum of 16 characters |

| Issue ID | Description |
|------------|---|
| VDIA-11399 | Registration failure when switching from Shared control to My Computer |
| VDIA-11425 | AAfD does not convert UUI from HEX to ASCII |
| VDIA-11588 | AAFD hangs during the second login |
| VDIA-11627 | Linux Shared control mode - Avaya agent getting crashed during the consult conference |

| VDIA-11804 | UI changes to incorrect state when CM setting "Aux Reason Code" set to Forced and AAfD setting "Agent State Upon Login" set to System Default (H323) |
|------------|--|
| VDIA-11856 | SIP Server config does not save properly |
| VDIA-11874 | Incorrect AUX code displayed after network recovery |
| VDIA-11944 | AAFD sending station sign-out request infinite with H.323 |
| VDIA-11756 | AUX0 Enhancement - Keep Aux0 as default but remove from manual selection from client |
| VDIA-12013 | Customer cannot change the CM Elite Agent aux-reason code |
| VDIA-12014 | AAfD goes into previously used Aux code after RONA |
| VDIA-12015 | After RONA call AUX status shows as -1 code |

| Issue ID | Description |
|------------|--|
| VDIA-10930 | AAfD is getting Mute and Unmute continuously without user intervention |
| VDIA-11269 | Call drops with error 491 Request Pending |
| VDIA-11399 | Registration failure when switching from Shared control to My Computer |
| VDIA-11401 | Unable to hear zip tone on ACD calls |
| VDIA-11618 | For H323, keep Aux 0 as default but remove from manual selection from client |

| Issue ID | Description |
|------------|---|
| VDIA-10766 | Incoming call visual alert delayed |
| VDIA-10765 | No DSCP marking for RTCP |
| VDIA-10924 | Outgoing voice is still transmitted and is heard at the far end after call is held without music on hold. |

| VDIA-10916 | One-way voice path after unhold conference call |
|------------|--|
| VDIA-10952 | If the AAfD "Agent State Upon Login" field is not set to Default and the CM "Aux- Work Reason Code Type" field is forced by CM, then an Aux Code Reason Code Error in AAfD |
| VDIA-11160 | AAfD shall only report service outages to Agents (not WebLM outages) |
| VDIA-11254 | Improve performance if Debug Log Level is enabled |
| VDIA-11284 | AAFD's memory usage may increase after unplugging the headset during active call |

| Issue ID | Description |
|------------|--|
| VDIA-10870 | One-way voice after unhold the call if receive call from H.323 |
| VDIA-10871 | One-way voice path after unhold conference call |
| VDIA-10873 | One-way voice path if do hold/unhold after dropping last participant from conference |
| VDIA-10861 | Call not released locally after it has completed transfer in Other Phone mode |
| VDIA-10840 | One-way audio on internal VDN call |
| VDIA-10833 | One-way audio after Hold/Unhold |
| VDIA-10765 | No DSCP marking for RTCP |
| VDIA-10504 | One Way audio when receiving an ACD call with SRTP |

| Issue ID | Description |
|------------|--|
| VDIA-10448 | Conference stuck in "Waiting for Conference" or "Call Held" (propagation into 1.7 release. |

| VDIA-10484 | AAFD returns 403 Forbidden for SBC REFER. |
|------------|---|
| | |

| Issue ID | Description |
|------------|---|
| VDIA-10389 | Compilation errors on Linux 32 bit . |
| VDIA-10366 | Unable to delete multiple certificates from AAFD application. |
| VDIA-10324 | AAFD user not able to get any error pop up or toast message if SET Recovery timer is 0. |
| VDIA-10268 | "Station Sign out" button is enabled after AAFD logout. |
| VDIA-10093 | The error message indicated the agent is logged out while it is in Ready state. |

| Issue ID | Description |
|------------|---|
| VDIA-10196 | Inconsistent use of word Register, Login, Sign-in text in AAFD. |
| VDIA-10198 | Installer language setting shall be applied to AAFD language. |
| VDIA-10202 | Agent State Auto-Recovery flow adjustments. |
| VDIA-9232 | Presence status not updating in AAFD. |
| VDIA-10188 | AAFD crashed during 1st call unhold from CTI in TC mode. |

| Issue ID | Description |
|------------|---|
| VDIA-10093 | The error message indicated the agent is logged out while it is in Ready state. |
| VDIA-10179 | Agent State Auto-Recovery flow adjustments |
| VDIA-10194 | AAfD crashed during 1st call unhold from CTI in TC mode. |
| VDIA-10128 | Installer language setting shall be applied to AAfD language. |
| VDIA-10066 | Inconsistent use of word Register, Login, Sign-in text in AAfD. |
| VDIA-10082 | AAfD unable to recover hold call post network glitch. |
| VDIA-10068 | The "X Button" is confusing. |
| VDIA-10067 | AAfD shall show login dialog when agent not registered, or station not registered. |
| VDIA-10065 | Installer config options shall be applied without AAfD restart. |
| VDIA-10042 | No audio for 2nd incoming call for SRTP telecommuter. |
| VDIA-10009 | Remote host IP is not getting saved if user selected only Identity cert "Use remote host" option. |
| VDIA-9689 | AAfD is delayed in responding to re-Invite from SBC. |
| VDIA-8594 | AAfD WebLM connection fails when WebLM DNS record changes in Dual Data Centre HA Design. |
| VDIA-4549 | Failover_Call gets dropped when SBC or SM1 goes down while a call is on hold. |

| Issue ID |
|----------|
|----------|

| VD | IA-10062 | Change text on network messages for Auto Agent State recovery feature. |
|----|----------|--|
|----|----------|--|

| Issue ID | Description |
|------------|--|
| VDIA-9909 | No audio after Hold/Unhold due to Roll Over Counter increase. |
| VDIA-9930 | If digit manipulation done on CM end, then AAfD call history shows the number which comes after the new digits were added. |
| VDIA-9935 | AAfD transferring to another agent, Statistics not updated in CMS. |
| VDIA-9945 | One-way audio after 1st line unhold, if 2nd call was dropped in Telecommuter mode with SRTP. |
| VDIA-10031 | Avaya L100 headset doesn't support the call control basic and Advance HID API. |
| VDIA-10033 | Upgrading AAfD with very silent option still shows the application uninstalling. |
| VDIA-9776 | SC with J179: Manual Presence gets overridden on J179 when user logs out from AAfD. |

| Issue ID | Description |
|-----------|---|
| VDIA-9993 | Auto Recovery Timer value is not applied from the UI on Save button. |
| VDIA-9996 | SIP - Agent is going to Ready state after login on selecting Aux Agent state upon login option. |

| Issue ID | Description |
|-----------|--|
| VDIA-9950 | AAfD crashed for any call on H.323 on 8.1 environment (Windows). |
| VDIA-9986 | Compilation errors in build for Linux32 platform. |

| Issue ID | Description |
|------------|--|
| VDIA-9053 | Avaya Agent is getting logged in without certificate using TLS. |
| VDIA-9348 | Unable to retrieve the call, if user is trying to do it in the same time when Long Hold Recall timer event is received. |
| VDIA-9692 | PUBLISH message for presence with long CallIDs. |
| VDIA-9721 | AAfD software is sending additional hold message while trying to perform manual consultative transfer which is generating additional hold time log in CMS. |
| VDIA-9825 | One-way voice path post unhold during telecommuter conference. |
| VDIA- 9828 | Audio path is lost on PSTN number after hold/unhold on mid conference/transfer in TC mode. |
| VDIA-9874 | One-way voice path on second call in telecommuter mode SRTP. |
| VDIA-9875 | RTCP Cname parameter is not updated after IP address change. |
| VDIA-9933 | Uninstall using /VERYSILENT flag still shows window and option not available in registry. |

| Issue ID | Description |
|-----------|---|
| VDIA-9780 | One-Way audio on first Hold/Unhold of inbound call in Telecommuter with SRTP. |

List of fixed issues in Avaya Agent for Desktop 1.7.38.1

| Issue ID | Description |
|------------|---|
| VDIA-9347 | Avaya Agent for Desktop loses local configuration after a crash. |
| VDIA-9349 | Avaya Agent for Desktop client disappears while retrieving a call when another call is on hold after dropping a call. |
| VDIA-9384 | Agent status shows "Agent offline" after SM failover and failback. |
| .VDIA-9542 | Not able to view the presence options clearly on Linux machine. |

| Issue ID | Description |
|-----------|--|
| VDIA-9380 | Avaya Agent for Desktop cannot take over a call put on hold after a PC crash or system reboot. |
| VDIA-9545 | Audio input is not working on MAC (Platform - macOS Catalina - 10.15.5) |

| Issue ID | Description |
|-------------------|--|
| VDIA- 9346 | Avaya Agent for Desktop stops working when a user tries to logout of the system. |
| VDIA-9354 | Contact list Presence does not update to "Agent: Ready" when a call is dropped. |
| VDIA-9379 | RTCP Monitoring is not working with FQDN. |
| VDIA-9394 | Avaya Agent for Desktop in "Basic" mode is consuming |
| | VALUE_VDIA_CONTROL_COUNTS instead of VALUE_VDIA_BASIC_COUNTS. |

List of fixed issues in Avaya Agent for Desktop 1.7.35.1

| Issue ID | Description |
|-----------|--|
| VDIA-9174 | Application can save empty values even though there is no data in the Greetings tab. |
| VDIA-9301 | Held call does not recover after a network disconnect. |

| Issue ID | Description |
|-----------|--|
| VDIA-9185 | When an agent tries to put the caller on hold, there is a disturbance observed on the agent's side for at least two seconds. |
| VDIA-9204 | Avaya Agent for Desktop login fails after switching from Desk Phone to My Computer mode. |
| VDIA-9230 | Avaya Agent for Desktop crashed once while quitting the application. |

| Issue ID | Description |
|-----------|---|
| VDIA-9185 | [MAC] Avaya Agent for Desktop crashed on transfer [consultative/direct]. |
| VDIA-9204 | Call appearance disappears when an agent tries to initiate a second call leg |
| VDIA-9230 | When a use tries to hold-retrieve a call on consult transfer, Avaya Agent for Desktop crashes on SRTP call. |
| VDIA-9259 | Unable to complete a call transfer to the first caller. |

List of fixed issues in Avaya Agent for Desktop 1.7.32.1

| Issue ID | Description |
|-----------|--|
| VDIA-9166 | Wrong CLI is getting displayed in the call appearance. |

| Issue ID | Description |
|-----------|---|
| VDIA-7765 | Getting error while launching Avaya Agent for Desktop 32-bit in Windows 10 64-bit PC |
| VDIA-7817 | Windows 7 64-bit: Avaya Agent for Desktop is not launching after installing 64-bit installer. |
| VDIA-9046 | Unable to launch Avaya Agent for Desktop on one of the Windows machines. |
| VDIA-9086 | Another instance of Avaya Agent for Desktop running while performing click-to-dial action. |
| VDIA-9203 | The description is not getting updated when a double-digit AUX reason code is changed. |

| Issue ID | Description |
|-----------|---|
| VDIA-9149 | Avaya Agent for Desktop is not displayed on Suse Linux Z50D after installation |
| VDIA-8951 | Signaling DSCP & 802.1p values are set to 0 when unchecked and saved |
| VDIA-8744 | MWI shows red icon when agent don't have voice message, but station have voice message when logging out and logging again the agent |

List of fixed issues in Avaya Agent for Desktop 1.7.29.1

| Issue ID | Description |
|-----------|---|
| VDIA-9124 | Menu actions for vu-stats feature buttons are not shown on Stats Console (SIP) |
| VDIA-9095 | Agent login button shows "Agent-login" in feature buttons dialog even after is agent is logged in |
| VDIA-9094 | Icons (Mute, Avaya Agent and Speaker Icon) are not displayed in Collapsed mode |
| VDIA-9054 | ACCCM is not logging in on HP thin pro 32 bit and Dell Wyse Suse Linux 32 bit |

| Issue ID | Description |
|-----------|--|
| VDIA-9058 | Agent login is displayed on feature button when AAFD is SC mode with hard phone |
| VDIA-9047 | Agent logout feature shows empty when logout with double digit reason code |
| VDIA-8997 | Avaya Agent was unresponsive when agent was trying to get the call back from hold with 3 rd party application as it displayed as greyed out |
| VDIA-7748 | Inconsistent behavior on Aux work custom feature labels |

| Issue ID | Description |
|-------------|--|
| VDIA-9010 | Upgrade from 1.7.16 to 1.7.22 is failing on Windows machine |
| VDIA-8999 | Transfer to voice mail and agent logout button is showing on top of the button list in Avaya Agent for Desktop |
| VDIA-8919 | Agent state is not reflecting on Avaya Agent for Desktop UI when changing from CTI application |
| VDIA-8953 | IGEL and HP520 machine – Avaya Agent for Desktop crashes on first time login through ACM |
| VDIA-9162 | Debian Linux - Avaya Agent for Desktop is crashing while quitting the application if the log level is set as Info or ERROR |
| VDIA - 8991 | Avaya Agent for Desktop crashed on MAC machine when the agent tries to login through ACM |

| Issue ID | Description |
|-----------|---|
| VDIA-7870 | No sound on headset when a call is held and retrieved from CTI |
| VDIA-8778 | Avaya Agent for Desktop crashed once while trying to save the settings |
| VDIA-8802 | An invalid SIP UUI format is displayed |
| VDIA-8854 | IGEL – Avaya Agent for Desktop freezes during a call |
| VDIA-8889 | Transfer of a call does not preserve UCID |
| VDIA-8890 | Audio could not be heard properly while making a consult call |
| VDIA-8926 | Headset is disconnected when you lock the computer screen |
| VDIA-8938 | No audio is heard when Avaya Agent for Desktop is in Other Phone mode on an outgoing PSTN call |
| VDIA-8947 | Only one-way audio is heard when a call is kept on hold and then retrieved in Other phone mode with SIP |

| Issue ID | Description |
|-----------|--|
| VDIA-8537 | Cannot assign work-code using drop-down menu |

List of fixed issues in Avaya Agent for Desktop 1.7.20

| Issue ID | Description |
|-----------|---|
| VDIA-8714 | MWI does not light up when agent ID has voice mail |
| VDIA-8554 | Phone list feature lost during upgrade from V1.6.1.7008 to V 1.7.2.4002 |
| VDIA-8049 | Avaya Agent for Desktop crashed when a call is transferred |
| VDIA-8552 | CTI out of sync after a call is transferred without holding it. |

| Issue ID | Description |
|-----------|---|
| VDIA-8578 | Avaya Agent for Desktop crashed once on Windows machine |
| VDIA-8547 | Configuration lost after reboot - Intermittent |
| VDIA-8516 | Cannot redial an internal number from the call history |
| VDIA-8350 | IGEL users experiencing crashes |
| VDIA-8070 | Avaya Agent for Desktop signing into ACM multiple times |
| VDIA-7827 | Unable to login agent ID via CTI when CM has Auto Answer enabled |
| VDIA-8549 | User is getting an error message after disabling the Dialing rules if the "Internal Extension length" field is empty. |
| VDIA-8599 | Login fails multiple times then starts working again |
| VDIA-8329 | Avaya Agent for Desktop is putting call on hold instead of transfer |

| VDIA-8553 | Dialing invalid number in CTI does not allow a user to hang up. |
|-----------|--|
| VDIA-6773 | "Call Work Code" is displaying in English for all other Languages on Reason codes tab, Calls history window and call menu option |
| VDIA-8627 | User can unlock (enable) dialing rules settings received from ACM. |

| Issue ID | Description |
|-----------|---|
| VDIA-7851 | Avaya Agent for Desktop still shows the Conference Call icon even though the last added party is dropped [Station Type-9611]. This is issue is applicable for the case where only three agents were in a conference call. |
| VDIA-8040 | Station showing logging in immediately after the unregistering station spinner runs for 10 seconds. |
| VDIA-8362 | Telecommuter loses connection and rings back randomly. |
| VDIA-8383 | Russian font issue |
| VDIA-8446 | Avaya Agent for Desktop does not stop ringing after the cold transfer |
| VDIA-8455 | Avaya Agent for Desktop crashed once during an active call |
| VDIA-8510 | 'Agent Log Out' menu is disabled after the second Logout reason code is added |
| VDIA-8515 | Agent auto login does not work in the My Computer mode |
| VDIA-8529 | Avaya Agent for Desktop crashed in Mac when Config dialog is opened |

| Issue ID | Description |
|-----------|--|
| VDIA-8044 | Unable to disable the 'Password Storage' field on the Security tab using LockManager.xml. |
| VDIA-8037 | Clicking the 'X' button on Avaya Agent for Desktop XenApp closes the application, but does not allows the agent to reopen the application. |
| VDIA-7963 | The 'Register Agent' option is displayed while the user is changing the Agent Aux Reason code. |

| VDIA-7760 | Mutual Authentication-PPM is not getting download with an invalid cert when 'TLS |
|-----------|--|
| | Endpoint Certificate Validation = none'. |

| Issue ID | Description |
|-----------|---|
| VDIA-7830 | Check mark is not updated in the reason code page. |
| VDIA-7835 | Appearance for the navigation buttons on the Welcome page is not proper. |
| VDIA-7910 | {Mac} Avaya agent is getting crashed, when saving configuration on Mac Mojave |
| VDIA-7917 | Avaya Agent for Desktop once crashed on Windows 7. |
| VDIA-7918 | Avaya Agent for Desktop GUI gets wrong font size for some screen monitor resolution. |
| VDIA-7926 | Avaya Agent for Desktop application is throwing unknown exception when tried to login with ACM |
| VDIA-7933 | Avaya Agent for Desktop is not responding when a call is held using Plantronics DA80 headset. |
| VDIA-7937 | Work-code feature doesn't work during ACW time. |
| VDIA-7939 | [SUSE Linux] Avaya Agent for Desktop crashed when Plantronics DA80 headset is disconnected and reconnected during an active call. |
| VDIA-7940 | Avaya Agent for Desktop is getting crashed during ACM SSO login. |
| VDIA-7943 | While trying to login with ACM credentials, the agent is getting the "Critical error has been caught. Unknown exception" |
| VDIA-7966 | Headset DA80 – The first incoming call is not answered after the headset is connected. |
| VDIA-7967 | Thin pro 64 bit – Avaya Agent for Desktop is getting crashed if user is clicking the hold button multiple times using a headset. |

| Issue ID | Description |
|-----------|---|
| VDIA-7749 | There is a typo on the Audio tab: Control has an extra I, spelled as Controll |
| VDIA-7816 | Agent login process is hung and does not proceed further. |

| VDIA-7872 | Third-party identity certificate option is moving to 'Not Used' if user changes the station after the logout and tries to login with a new station. |
|-----------|---|
| VDIA-7886 | Auto-dial button is not working on H.323 |

| Issue ID | Description |
|-----------|---|
| VDIA-7773 | Screen pop - Delay in opening of the application. |
| VDIA-7814 | Only allows single ACM login |
| VDIA-7815 | Avaya Agent for Desktop network issues |
| VDIA-7767 | Cannot enter multiple lengths in Dialing Rules. Comma separator is not accepted |
| VDIA-7884 | RTX L139 with L100 USB Adapters HID support |
| VDIA-7742 | Auto-dial button is not getting displayed. |

| Issue ID | Description |
|-----------|--|
| VDIA-7553 | [SUSE Linux] Avaya Agent for Desktop call appearance is not displaying as "Conference" while being observed by a supervisor. |
| VDIA-7716 | Avaya Agent for Desktop once crashed on Mac |
| VDIA-7763 | Thin Pro - Avaya Agent for Desktop getting crashed during launch if one uses certificate authority in Identity cert. |
| VDIA-7772 | {MAC} Unable to login Avaya Agent for Desktop using Identity certificate "Use Certificate Authority" on Mac Mojave. |
| VDIA-7791 | Client sending default identity certificate when user selected not used option in Identity cert. |
| VDIA-7793 | Avaya Agent for Desktop user not able to search LDAP contact. |
| VDIA-7808 | Mutual authentication – Avaya Agent for Desktop is getting crashed immediately after login in desk phone mode when using remote host in Identity cert. |
| VDIA-7823 | SDP mismatch error for inbound calls via SBC. |

| Issue ID | Description |
|-----------|---|
| VDIA-7469 | Avaya Agent for Desktop doesn't work with WebLM server. |
| VDIA-7348 | SC mode - Avaya agent getting crashed when changing the agent state on Windows 10. |
| VDIA-7301 | {Headless} Mute is not working; Customer is able to hear agent even After muting at agent end. |
| VDIA-7297 | Desk Phone - Register station option is not available in the drop-down list if user closes login window after login failure. |
| VDIA-7080 | Avaya Agent for Desktop application crashed during a 3 rd -party conference call. |
| VDIA-7441 | Text in the "Login Mode" field on the Login Dialog is not visible if this field is selected using the Tab button on the keyboard. |
| VDIA-7397 | A held call is retrieved only after 1 minute 15 seconds if you try to add a supervisor (in a Not Ready state) in a call. |
| VDIA-7172 | Agent login spinner is not disabling after login. |
| VDIA-7442 | Configuration files are removed after Avaya Agent Desktop upgrade. |
| VDIA-7023 | Audio remains muted (Mute button remains on) after greetings are played. |
| VDIA-7166 | Thinpro 64 Bit - Config file is not removed after uninstalling Avaya Agent for Desktop. |
| VDIA-7136 | When a greeting is played, the headset Jabra and UI does not mute automatically. |
| VDIA-7103 | After resetting the call during the greeting, Avaya Agent for Desktop does not goes into unmute state. |
| VDIA-7171 | User can delete the ACM contacts when selected along with the local contacts. |
| VDIA-7102 | Unstable behavior of the mute function (endless cycle change of mute status). |
| VDIA-7480 | Headset buttons functionality is not working on Mac for Plantronics and Jabra devices. |
| VDIA-6319 | Avaya Agent for Desktop should support TLS v1.2 with ACM. |
| VDIA-7508 | The Radio button for "Use remote host" is not showing properly on Linux platform. |
| VDIA-7521 | User should not be able to set ACM Single Sign-On Login on non-Windows platforms. |
| VDIA-7496 | Some UI elements is showing incorrectly on Windows. |
| VDIA-7528 | [Thin pro 32-Bit] Unable to launch Avaya Agent for Desktop application after installing |
| | on Thin pro Device. |
| VDIA-7246 | Avaya Agent for Desktop crashed in Mac. |

| | (ACM) Avaya Agent for Desktop is not applying the new internal extension length until |
|-------------|--|
| | user saves the configuration manually. |
| | Mac} Avaya Agent for Desktop (64 bit) crashed once on High sierra. |
| VDIA-7543 A | Avaya Agent for Desktop does not show seconds in "Date-Time" column of Call History. |
| VDIA-7541 L | anguage localization is not working on Windows 7 and 10. |
| VDIA-7464 A | Agents need to click through warning message every time. |
| VDIA-7542 { | Mac} Language localization is not done for some options. |
| VDIA-7637 A | Avaya Agent for Desktop is locking up during sign in. |
| VDIA-7566 V | When using local config, 3-digits reason code is not allowed but 3-digits reason codes |
| | can be downloaded from CM (SR# 1-14530611110). |
| VDIA-7557 A | Avaya Agent for Desktop cannot transfer calls when non-standard Line Appearance is |
| u | used. |
| VDIA-7564 C | Call history with Today filter does not show today's calls. |
| VDIA-7567 [| SUSE Linux Z50D] Avaya Agent for Desktop application crashed while dropping a call |
| fı | rom a 4-party conference call. |
| VDIA-7609 A | Avaya Agent for Desktop hangs up on the first launch after upgrade from version |
| 1 | 1.7.4.3008 (or lower) to 1.7.5 (or higher). |
| VDIA-7608 T | Two-digit aux codes: Avaya Agent for Desktop does not allow "01" as an aux code. |
| VDIA-7188 T | The call is dropped if a user connects the Plantronics DA80 headset during an active |
| С | call. (only if ForcedHIDAPI parameter sets to 1) |
| VDIA-7614 F | Flickering UI on automatically ignoring SSL error with ACM. |
| VDIA-7598 C | Cannot dial a number from call history. |
| VDIA-7721 E | Error during config files and database update. |
| VDIA-7630 A | Avaya Agent for Desktop not updating Auto Answer flags from ACM. |
| VDIA-7653 A | Avaya Agent for Desktop crashes while answering a conference call. |
| VDIA-7644 A | Avaya Agent for Desktop user is not able to hold the call through Plantronics DA80 |
| F | Headset even when the call button on UI is put on Hold. |
| VDIA-7664 L | ogoff issue after a network glitch. |
| VDIA-7739 C | Check TC device on logout doesn't wait for an answered call to end. |
| VDIA-7738 N | Mutual Authentication: PPM is not getting downloaded when "TLS Endpoint Certificate |
| V | Validation = Required" setting is active on SMGR. |
| VDIA-7735 S | Single-digit AUX code not working when "#" is appended. |

| VDIA-7734 | Avaya Agent for Desktop is crashing when you try to login with the identity certificate |
|-----------|--|
| | using a remote host. |
| VDIA-7725 | Avaya Agent for Desktop user should not select other then p12 file when browsing |
| | Identity certificate. |
| VDIA-7688 | Avaya Agent for Desktop crashes if remote host contains wrong or unknown setting for |
| | Third-Party Certificate type – (Using remote host) |
| VDIA-7654 | Observe button is available during an active call. |
| VDIA-7647 | Avaya Agent for Desktop application is displaying AUX reason code as "Auxiliary code" |
| | instead of "Auxiliary default" in H.323. |
| VDIA-7533 | Audio remains muted (Mute Button remains on) after greetings are played. |
| VDIA-7747 | Oceana: - Avaya Agent for Desktop crashes getting during a station logout. |
| VDIA-7651 | Intermittent - Dialpad is not showing properly. |
| VDIA-7658 | {Mac} Avaya Agent for Desktop is getting closed automatically when Japanese or Italian language is selected on a welcome window. |
| VDIA-7657 | {Mac} Login mode options are not getting highlighted. |
| VDIA-7655 | Avaya Agent for Desktop is removing the prefix Zero (01, 0209) from Aux Reason |
| | codes after restarting the application. |
| VDIA-7648 | Config window alignment is not proper. |
| VDIA-7623 | Avaya Agent for Desktop is not recovering from network loss during telecommuter mode (SIP). |
| VDIA-7604 | Avaya Agent for Desktop is not recovering from network lose during telecommuter mode. |
| VDIA-7536 | Unable to override the extension which is associated with another Avaya Agent for Desktop on H.323. |
| VDIA-7534 | Hold timer is not getting reset when users do multiple hold/retrieve during a transfer |
| | or a conference call. |
| VDIA-7532 | User not able to launch Avaya Agent for Desktop on 32-bit Windows machine. |
| VDIA-7529 | Avaya Agent for Desktop user is unable to close a QOS window. |
| VDIA-7462 | Unable to login Avaya Agent for Desktop while using "use Remote host" with HTTP on Third-party certification option. |
| VDIA-7411 | Notification should be displayed about the "Desk phone" license type. |
| VDIA-7402 | "Conference" detail is not updating on call history, if agent drops the last added |
| VDIA-7353 | Agent login check box is not showing after logging out the station. |
| | |
| VDIA-7264 | Unable to cancel station registration when Login mode is selected as "Desk phone". |

| VDIA-7196 | Login window is displaying as station logged in, after station logged out from the state |
|-----------|--|
| | menu. |
| VDIA-7161 | Incorrect hint when hovering over the MUTE icon. |
| VDIA-7130 | Login dialog window is displaying after the agent logout failed. |
| VDIA-7115 | Avaya Agent for Desktop Hold timer is getting reset after reaching Long Hold Recall |
| | Timer during a transfer/conference call. |
| VDIA-7108 | {Mac} State menu and sub-menu option font size must be increased. |
| VDIA-7036 | {Click to dial} Avaya Agent for Desktop is adding '20' when a phone number added is |
| | having space in between the numbers (for example - 65 6872 8717). |
| VDIA-7742 | Autodial button not appearing |

List of fixed issues in Avaya Agent for Desktop 1.7.4

| Issue ID | Description |
|-----------|---|
| VDIA-3859 | Cancel button is not working while agent is registering. |
| VDIA-5361 | Other Phone mode: User is unable to retrieve call from the agent's end. |
| VDIA-5765 | Unable to retrieve a call from the held state for outbound calls in a Telecommuter mode. |
| VDIA-5935 | The agent is getting registered but not displaying the agent Id if registration is cancelled. |
| VDIA-5969 | Setting Avaya Agent for Desktop to Telecommuter mode must automatically disable the SRTP field in the client configuration. |
| VDIA-6322 | Call timer mismatch at Desk phone end after the failover. |
| VDIA-6344 | Call is initiating when any number is clicked from Dialpad without pressing the Enter button. |
| VDIA-6395 | Internal browser is displaying more than five SSL notifications to open a web page. |
| VDIA-6440 | Tab button is not working for SIP domain text box. |
| VDIA-6652 | Avaya Agent for Desktop crashed when a conference call is started. |
| VDIA-6731 | Unable to mute the active call at Desk phone end using the Mute button on the Jabra Evolve Link headset. |
| VDIA-6875 | Avaya Agent for Desktop crashed while it is launched. |

| Avaya Agent for Desktop logs out with the message "Unregistration forced by server" if a user is using FQDN instead of IP address. VDIA-6890 SUSE Linux - UI is not displaying properly on the Preference tab. VDIA-6891 {Mac} Avaya Agent for Desktop crashed when a user tries to change from one ACM user to another. VDIA-6892 Intermittent - Cancelling the agent registration window takes too much time to disable. VDIA-6893 The call is not answered in a Desk phone mode when the Auto answer is enabled at the My computer end. VDIA-6934 H323 - "Unregistration forced by server" error popup is coming after CM failover. VDIA-6769 Avaya Agent for Desktop does not establish TLS for ACCCM. VDIA-6951 Incorrect icon is displayed for the Do not disturb state when Presence is disabled. VDIA-7014 Coaching feature and new call options are disabled, when agent logout failed, during coaching activated. VDIA-6079 Error/warning message is not displaying for invalid WebLM license server address. VDIA-6082 Wrong message is displaying on Avaya Agent for Desktop welcome screen when License types are available. VDIA-7017 Dial Plan Profile from ACM is not working on Avaya Agent for Desktop. VDIA-6997 Avaya Agent for Desktop displaying different Agent Id at my computer end and Desk phone end in shared control after network fail over. |
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| VDIA-6281 Error message is not displaying on Avaya Agent for Desktop welcome window when WebLM server is not reachable. |
| VDIA-6940 Avaya Agent for Desktop welcome window shows all license types as available when HEADLESS_ONLY is installed on the WebLM server. |
| VDIA-7031 ACCCM for Manual/Auto in not reflected on Avaya Agent for Desktop. |
| VDIA-6987 Avaya Agent for Desktop doesn't work with ACM if template name contains spaces. |
| VDIA-7037 After ACM logout, Avaya Agent for Desktop does not log ACM. |
| VDIA-3937 Avaya Agent for Desktop is not showing Station and Agent log in / log out spinners. |
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| VDIA-7062 IShare Control] Avaya Agent for Desktop crashed when a call is answered in My computer mode. VDIA-7062 Avaya Agent for Desktop crashed on windows 7. VDIA-7067 IGEL [Share control] Login UI is not hidden when Avaya Agent for Desktop is logged in using Desk phone login mode. VDIA-7068 After successful installation, there is no Avaya Agent for Desktop shortcut on t-730 Thin pro(64 bit) brick. VDIA-7071 Login UI opens when Enable Always On Top option is active. VDIA-7073 Agent login window is displaying for Avaya Agent for Desktop headless client. VDIA-7074 Enable Drop call button option is present on Avaya Agent for Desktop configuration (Headless) VDIA-7075 Avaya Agent for Desktop log window is displaying, when the "Skip Log in Dialog" option is enabled. VDIA-7077 Change the CANCEL button to EXIT button on the login window. VDIA-7079 CANCEL button to EXIT button on the login window. VDIA-7079 Call timer is not visible on Mac64. VDIA-7082 Call timer is not visible on Mac64. VDIA-7088 [Other Phone Mode] Avaya Agent for Desktop and Login UI displays station login when a station is logged out. VDIA-7004 Getting error "Critical error has been caught, cannot initialize audio adapter" when the agent tries to launch Avaya Agent for Desktop 64 bit on Thinpro. VDIA-7104 Deskphone mode end displays agent logged-in when agent logged out from my computer end. VDIA-7022 Customer end (Far end) is not able to hear Greeting message when Agent is using Plantronics headset. VDIA-7059 Crash situation. VDIA-7059 Crash situation. VDIA-7059 Crash situation. VDIA-7059 Avaya Agent for Desktop application crashed when an agent logs in in My computer mode. VDIA-7126 Call dropped when Plantronics headset DA80 is removed during an active call. VDIA-7126 Call dropped when Plantronics headset DA80 is removed during an active call. | | |
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| languages. VDIA-7059 Crash situation. VDIA-7069 Avaya Agent for Desktop application crashed when an agent logs in in My computer mode. VDIA-7121 [Dell WYSE Z50D Linux] Avaya Agent for Desktop Application crashed when the agent logs in through ACM 8.0.4. VDIA-7122 Avaya agent.exe stopped working while searching for contacts. | | |
| VDIA-7069 Avaya Agent for Desktop application crashed when an agent logs in in My computer mode. VDIA-7121 [Dell WYSE Z50D Linux] Avaya Agent for Desktop Application crashed when the agent logs in through ACM 8.0.4. VDIA-7122 Avaya agent.exe stopped working while searching for contacts. | | |
| wode. VDIA-7121 [Dell WYSE Z50D Linux] Avaya Agent for Desktop Application crashed when the agent logs in through ACM 8.0.4. VDIA-7122 Avaya agent.exe stopped working while searching for contacts. | VDIA-7059 | Crash situation. |
| logs in through ACM 8.0.4. VDIA-7122 Avaya agent.exe stopped working while searching for contacts. | | |
| | | |
| VDIA-7126 Call dropped when Plantronics headset DA80 is removed during an active call. | VDIA-7122 | Avaya agent.exe stopped working while searching for contacts. |
| | VDIA-7126 | Call dropped when Plantronics headset DA80 is removed during an active call. |

| VDIA-7132 | {Headless} "Automatically log in the agent" option is not getting updated from ACM |
|-----------|---|
| VDIA-7145 | Labels on Login dialog and Main menu with text "ACCCM" are incorrect. |
| VDIA-7147 | [Thin Pro] Avaya Agent for Desktop application crashed when a Save button is clicked. |
| VDIA-7151 | Agent can select the login mode when using Basic license type. |
| VDIA-6938 | VDIA is flashed and disappeared from the taskbar sometimes after multiple clicks to the Avaya Agent for Desktop icon and the user has to wait for about one minute before it reappears. |
| VDIA-7199 | Login mode combo box should be greyed-out when user is in Basic license type. |
| VDIA-7202 | Automatically log in the agent option is not displaying as enabled in the Preference tab. |
| VDIA-7319 | J179: Call Conference is not updating the Call Line Appearance. |
| VDIA-7320 | J179: Unable to turn on Coaching from Avaya Agent for Desktop. |
| VDIA-7359 | Call duration is not displaying in Call History. |
| VDIA-7361 | Some config parameters lost during upgrade. |
| VDIA-7365 | Need to increase the "Internal extension length" validation up to 16. |
| VDIA-7368 | Avaya Agent for Desktop crashed when 3 rd -party certificate is imported from a remote server. |
| VDIA-7369 | Styles for combo boxes, radio buttons, scrolls, buttons and some other control elements are incorrect (macOS only). |
| VDIA-7398 | J179: Avaya Agent for Desktop user is not able to end the Coaching session. |

Known issues in Avaya Agent for Desktop 1.7.21

| Issue ID | Description |
|-----------|--|
| VDIA-7730 | H.323 - Avaya Agent for Desktop is unable to click the manual-in button in feature |
| | buttons if auto-in in the Preference tab is selected and vice versa. |
| VDIA-7471 | Avaya Agent for Desktop is unable to login if it fails to download a certificate from the HTTPS file server. |
| VDIA-7373 | {Mac} Avaya Agent for Desktop hangs while loading an internal browser. |
| VDIA-7347 | Avaya Agent for Desktop is not showing error message if the user enters work code using a feature button when ACD call is on hold. |
| VDIA-7855 | Avaya Agent for Desktop state shows Auxiliary code-1 when the VDN call is not answered. |
| VDIA-7852 | Identity cert is not importing in the cert folder under app data when using the Use local settings option. |
| VDIA-7848 | Avaya Agent for Desktop shows Avaya Agent for Desktop extension installed successfully on Chrome, though Chrome browser is not installed on MAC. |
| VDIA-7846 | Avaya Agent for Desktop requires restart without changing Signaling (Default setting already SIP) when log in through ACM. |
| VDIA-7844 | Third-party certificate option is moving to "Not Used" after changing from Basic ACM to local configuration. |
| VDIA-7834 | Fail over- Agent is not logged in automatically after CM failover. |
| VDIA-7831 | EULA page NEXT button is showing as disabled. |
| VDIA-7820 | Incoming calls getting answered at supervisor end after the coaching session is activated. |
| VDIA-7819 | Oceana work space SIP - User is not able to receive incoming call from the work space side. |
| VDIA-7818 | Oceana - Reason code is not syncing with Oceana work space and Avaya Agent for Desktop. |
| VDIA-7809 | Avaya Agent for Desktop is not responding when the Plantronics headset is unplugged. |
| VDIA-7727 | {Mac} Selected option field does not have focus on the Identity Certificate settings. |
| VDIA-7692 | {MAC} Close button is not present on the internal browser tabs. |
| VDIA-7874 | Unable to observe station, when agent is not logged in |

| VDIA-7883 | Other phone - Call is getting disconnected immediately after answering when Other phone is using SRTP and caller side is using RTP. |
|-----------|--|
| VDIA-7888 | RTCP Monitoring default server address is coming automatically after login. |
| VDIA-7889 | Intermittent - H.323- after fall back agent is not logged in automatically. |
| VDIA-7893 | Avaya Agent for Desktop is getting logged in on station with an invalid third-party |
| | certificate. |
| VDIA-7899 | Intermittent - Avaya Agent for Desktop UI is not getting updated after log in. |
| VDIA-7906 | Avaya Agent for Desktop is getting crashed while exiting the application |
| VDIA-7908 | {Click to Dial} Avaya Agent for Desktop internal browser is displaying "Page Not Found" error when the number "0120 766 227" is clicked on the internal browser. |
| VDIA-8349 | {Click to Dial} Phone numbers are not getting framed, when user enabled with "Use only User regular expression". |
| VDIA-8347 | [T530 Thin Client] Avaya Agent for Desktop crashed once when an incoming call was answered. |
| VDIA-8334 | [T530 Thin Client] The first call was dropped though the second call was disconnected. |
| VDIA-8333 | Avaya Agent for Desktop crashed once while making an outbound call. |
| VDIA-8556 | Other phone H.323 - Avaya Agent for Desktop user not able to login with other phone |
| VDIA-8548 | Error message popup window is not displayed when wrong ACM username/password is entered. |
| VDIA-8541 | Avaya Agent for Desktop crashed once when trying to automatically login agent. |
| VDIA-8540 | Avaya Agent for Desktop crashed once when a number is dialed. |
| VDIA-8575 | Telecommuter device is not ringing during agent logout when logged in with SIP |
| VDIA-8564 | Windows- 10 - 64 bit - Avaya Agent for Desktop is not launching after installing 64 bit installer |
| VDIA-8541 | Avaya Agent for Desktop crashed while automatically login in an agent. |
| VDIA-8608 | Avaya Agent for Desktop crashed once in Windows 10. |
| VDIA-8743 | Avaya Agent for Desktop crashed once when a user tries to quit the application in MAC. |
| VDIA-8750 | Any value added to param in Screen pop tab does not get saved. |
| VDIA-8769 | [Windows-32 Bit] Unable to launch the Avaya Agent for Desktop application after installation. |
| VDIA-8772 | H.323 - Avaya Agent for Desktop is getting only one ring during an incoming call. |
| VDIA-8770 | H.323 - MWI is not getting enabled if station contains or receives a voicemail message. |
| VDIA-8771 | Avaya Agent for Desktop crashed once while making an outbound call. |
| | |

| VDIA-8744 | MWI is turning red if an agent do not voice messages but the station has voice |
|-----------|---|
| | messages and the agent is logged out and logged in again. |
| VDIA-8745 | Avaya Agent for Desktop freezes once when a user tries to quit the application. |
| VDIA-8746 | Thin pro 64 bit - "Enable Dialing rule" text is truncated under the Dialing Rule tab. |
| VDIA-8748 | Avaya Agent for Desktop is not sending DTMF if logged in on share control with J179 |
| VDIA-8747 | MWI icon is not getting enabled when a voice message is received in shared control mode. |
| VDIA-8776 | IGEL - Avaya Agent for Desktop crashed when a call is transferred through TSAPI. |
| VDIA-8775 | [T530 IOT] Avaya Agent for Desktop crashed when a call is answered. |
| VDIA-8780 | Avaya Agent for Desktop crashed when an incoming call is received. |
| VDIA-8781 | IGEL - Avaya Agent for Desktop crashed once after the headset was removed |
| VDIA-8788 | IGEL - [H.323 StationType-9640] Avaya Agent for Desktop crashed once during a conference call |
| VDIA-8800 | Avaya Agent for Desktop is not logged in if the survival server is not assigned to the |
| | user in SMGR and given Primary SM and BSM IP in Avaya Agent for Desktop. |
| VDIA-9053 | Avaya Agent gets logged in without the TLS certificate |
| | NOTE: Import/Install the certificate before using the TLS connection |

Known issues in Avaya Agent for Desktop 1.7.26.1

| Issue ID | Description |
|-----------|---|
| VDIA-8994 | Shared control mode: Avaya Agent for Desktop does not recover automatically if SBC |
| | failover occurs during an idle or an active call. |
| | Workaround: To resolve this issue, wait for 60 seconds and then manually login into |
| | Avaya Agent for Desktop. |

Known issues in Avaya Agent for Desktop 1.7.30.1

| Issue ID | Description |
|----------|--|
| NA | Remote worker Avaya Agent for Desktop no audio issue on USB Wireless Plantronics |
| | WO2: NIC driver issue on the HP600 PCs for both wireless and wired connectivity. |
| | Currently customer is working to determine which change is required to allow for |

| | 802.1p tagging. There is also a change that can be made in Avaya Agent for Desktop |
|-----------|--|
| | configuration to disable QoS that resolves the issue. |
| NA | J179 does not support the custom label feature buttons along with Avaya Agent for |
| | Desktop. |
| VDIA-9053 | Avaya Agent gets logged in without the TLS certificate |
| | NOTE: Import/Install the certificate before using the TLS connection |

Known issues in Avaya Agent for Desktop 1.7.35.1

| Issue ID | Description |
|-----------|---|
| VDIA-9348 | Unable to retrieve the call, if user is trying to do it in the same time when Long Hold |
| | Recall timer event is received. |
| VDIA-9356 | Intermittent - Avaya agent is getting disconnected and displaying server unreachable |
| | state after network recovery |
| VDIA-9354 | Contact list presence doesn't update to "Agent: Ready" when the call is dropped |

Known issues in Avaya Agent for Desktop 1.7.37.1

| Issue ID | Description |
|-----------|--|
| VDIA-9571 | CLID display issue. |
| VDIA-9382 | Not able to see the stats console elements in SC mode in Citrix environment. |
| VDIA-9358 | [Headless] Agent cannot make a call through CTI. |
| VDIA-9347 | Avaya Agent for Desktop loses local configuration after a crash. |
| VDIA-9234 | [SUSE Linux] Avaya Agent for Desktop application crashes when user tries to import |
| | identity certificate and saves it with server details. |

Known issues in Avaya Agent for Desktop 1.7.38.1

| Issue ID | Description |
|-----------|---|
| VDIA-9626 | Mac - Audio input test button does not work properly. |

Known issues in Avaya Agent for Desktop 1.7.38.3

| Issue ID | Description |
|-----------|--|
| VDIA-9208 | Avaya L100 headset doesn't support the call control basic and Advance HID API. |
| VDIA-9930 | If digit manipulation done on CM end, then AAfD call history shows the number which comes after the new digits were added. |
| VDIA-9909 | No audio after Hold/Unhold due to Roll Over Counter increase. |
| VDIA-9945 | One-way audio after 1st line unhold, if 2nd call was dropped in Telecommuter mode with SRTP. |
| VDIA-9776 | SC with J179: Manual Presence gets overridden on J179 when user logs out from AAfD. |

Known issues in Avaya Agent for Desktop 1.7.40.2

| Issue ID | Description |
|-------------|--|
| VDIA-10127 | One-way voice path if change VPN gateway during an ongoing call. |
| VDIA-10126 | One-way voice path after unhold second call in TC mode. |
| VDIA-10083 | User not able to unhold or disconnect the call after SM failover if call is on hold. |
| VDIA-10080 | Held call not recovered after network disconnect - connect when change of another VPN gateway. |
| VDIA- 10090 | AAfD should support hold call for call button for L100 headsets. |
| VDIA-10089 | Answer and drop call from BT controller are not working. |

Known issues in Avaya Agent for Desktop 1.7.41.2

| Issue ID | Description |
|------------|---|
| VDIA-10324 | AAfD user not able to get any error pop up or toast message if SET Recovery timer is 0. |
| VDIA-10321 | After network restore, blank pop-up is displayed on the screen. |
| VDIA-10313 | German language name is displaying differently during installation. |

| VDIA-10308 | Need to change multiple strings. |
|------------|--|
| VDIA-10292 | "Agent State Recovery Timeout" text box should be disabled when AAfD is logged in. |
| VDIA-10291 | AAfD crashed during an active call. |
| VDIA-10204 | AAfD shows online state in case VPN is down after frequent network disconnections. |

Known issues in Avaya Agent for Desktop 1.7.41.4

| Issue ID | Description |
|------------|--|
| VDIA-10517 | After network restore, pop-up message "Network Issue Detected Telephony Services not available." is displayed. |
| VDIA-10561 | Intermittent - Transport type is changed from TLS to TCP after AAfD is restarted. |
| VDIA-10504 | Intermittent - One-way audio when receiving an ACD call via SRTP |

Known issues in Avaya Agent for Desktop 1.7.41.5

| Issue ID | Description |
|------------|--|
| VDIA-10933 | UI issue: Not able to select 1st call appearance for consultative transfer/conference on 2nd call appearance when 1st call leg was incoming call |
| VDIA-10930 | Intermittent UI issue: AAfD is getting Mute and Unmute continuously without user intervention if user do mute/unmute 5-10 times in a row |
| VDIA-10929 | Intermittent - Unable to login H323 station on MacOS |

Known issues in Avaya Agent for Desktop 1.7.41.7

| Issue ID | Description |
|------------|--|
| VDIA-11518 | Cannot Hold/Resume after unplugging & re-connecting headset in P2P call |
| VDIA-11564 | One-way audio second leg of Consultative Conference (or Transfer) using Jabra Engage 50 headset (SIP only) |

| VDIA-11578 | Cannot unmute from headset during second leg of Consultative Conference (or |
|------------|--|
| | Transfer) using Jabra Evolve 75 (or Evolve2 65) headsets |
| VDIA-11579 | Mute/unmute from headset not in sync with client during second leg of Consultative |
| | Conference (or Transfer) using Jabra Engage 50 headset |
| VDIA-11606 | Audio does not switch back to default device when headset is removed |
| VDIA-11607 | User can perform answer/mute/hold/resume call via headset when user registered |
| | in telecommuter (or Shared Control) mode |

Known issues in Avaya Agent for Desktop 1.7.41.8

| Issue ID | Description |
|------------|--|
| VDIA-12197 | Agent state shows AUX1 when login window is closed, should be AUX-0 default when AAfD setting Agent state upon login – Auxiliary and Aux Work Reason Code Type to "Forced" on CM |
| VDIA-12210 | Agent state buttons should be disabled on network outage in collapse mode |
| VDIA-12211 | On network recovery "Network Issue detected" notification is displayed again before the "Network Issue Resolved" notification |

Known issues in Avaya Agent for Desktop 1.7.41.9

| Issue ID | Description |
|------------|--|
| VDIA-12671 | On MacOS, AAfD does not minimize (or exit) when X button is clicked. |
| VDIA-12717 | "Minimize to notification area" is partially displayed in drop down under Configuration>>Main Preferences window |

Prerequisites

| Server | Usage | Purpose |
|--|-----------|---|
| Avaya Aura® Communication Manager | Mandatory | SIP and H.323 based contact center features |
| Avaya Aura® System Manager | Mandatory | SIP based contact center |
| Avaya Aura® Session Manager | Mandatory | SIP based contact center |
| Avaya Control Manager | Optional | Centralized administration using one-X® Agent profile |
| Avaya Aura Presence server | Optional | To check agent presence |
| LDAP server | Optional | If you are using LDAP, you must configure LDAP |
| Avaya Aura® Messaging | Optional | Message Waiting Indicator |
| Avaya Aura® Application Enablement Services | Optional | TSAPI and CTI integration |
| Avaya one-X® Agent 2.5.x for H.323 | Optional | Shared control in VDI |
| Avaya one-X® Agent 2.5.9 for SIP | Optional | SIP shared control |
| Prognosis | Optional | RTCP monitoring |
| VDI (Citrix, VMware) | Optional | Desktop Virtualization |
| Oceana workspaces for Elite | Optional | Oceana |
| Desktop Phones | Optional | Desk phone mode with Hard phones |

Interoperability

Avaya Aura servers (for SIP)

| Avaya Aura Server | Version |
|---|---------------------|
| Avaya Aura® Communication Manager | 7.1.x, 8.0.x, 8.1.x |
| Avaya Aura® System Manager | 7.1.x, 8.0.x, 8.1.x |
| Avaya Aura® Session Manager | 7.1.x, 8.0.x, 8.1.x |
| Avaya Aura® Session Border Controller | 7.2.x and 8.0.x |
| Avaya Aura® Application Enablement Services | 7.1.x, 8.0.x |
| Avaya WebLM Server | 7.1.x, 8.0.x |
| Avaya Contact recorder | 15.1 |
| Avaya Aura® Messaging server | 7.1.x |
| Avaya Aura® Presence Services | 7.1, 8.0.x, 8.1 |
| Avaya Aura® Media Server | 7.1.x, 8.0.x |
| Avaya Control Manager | 8.1.0.1, 9.0.1 |
| Avaya Call Management System | R 18.1, R19 |

Avaya Aura servers (for H.323)

| Avaya Aura Server | Version |
|---|----------------------------|
| Avaya Aura® Communication Manager | 7.0.x, 7.1.x, 8.0.x, 8.1.x |
| Avaya Aura® System Manager | 7.0.x, 7.1.x, 8.0.x, 8.1.x |
| Avaya Aura® Application Enablement Services | 7.0.x, 7.1.x, 8.0.x, 8.1.x |
| Avaya WebLM Server | 7.0.x, 7.1.x, 8.0.x, 8.1.x |

| Avaya Contact Recorder | 15.1 |
|------------------------------|----------------------------|
| Avaya Aura® Messaging server | 7.0.x, 7.1.x |
| Avaya Aura® Media Server | 7.0.x, 7.1.x, 8.0.x, 8.1.x |
| Avaya Control Manager | 8.1.0.1, 9.0.1 |
| Avaya Call Management System | R 18.1, R19 |

Avaya Desk phone and clients

| Clients | Version |
|----------------------------|-----------------------|
| 96x1 | 7.1.2.0.14 |
| J179 | 3.0.0.0.20,4.0.3.0.10 |
| Avaya Workspaces for Elite | 3.8 |

Third Party Platforms

| Verified Platforms | Remarks |
|---------------------------------------|---|
| Windows 7 | 32 and 64 bits |
| Windows 8.1 | 64 bits |
| Windows 10 | 64 bits |
| Apple Mac (10.13, 10.14, and 10.15.4) | 10.13 High Sierra, 10.14 Mojave, and Catalina 10.15.4 |
| HP T610 | Debian Linux (ThinPro 5.2) 32 Bits |
| HP T730 | Debian Linux (ThinPro 7.x) 64 Bits |
| HP T630 | WES 10 iOT |
| HP T520 | WES 7 |

| Dell Z50d | Suse Linux 32 Bits Note: DELL backup and recovery software version must be on 1.9. x. |
|---------------------------------------|---|
| Ubuntu | 12.0 |
| HP T530 | WES 10 IOT, Debian Linux (ThinPro 6.x) 64 Bits |
| IGEL Universal Management Suite (UMS) | 5 |

Virtual Desktop Infrastructure

| Verified Platforms | Remarks |
|------------------------------|---------|
| Citrix Xen App (32 Bits) | 7.14.1 |
| Citrix Xen Desktop (32 Bits) | 7.14.1 |
| VMware Horizon view | 7.0 |

Deployment and configuration

To install and configure Avaya Agent for Desktop, ensure that you have access to the latest deployment and user guides. To access the latest documents, download the documents from https://support.avaya.com/documents/.

The documents must be referred in the following order:

- 1. Deploying Avaya Agent for Desktop
- 2. Using Avaya Agent for Desktop
- 3. If you are using Avaya Control manager, then you must refer *Administering Avaya Control Manager for Avaya Agent*.



It is recommended to clean install this build by removing previous Avaya agent application along with the old configurations and logs.